

Agricultural Marketing Service
Office of the Deputy Administrator for Marketing Programs
Fruit and Vegetable Division, Fresh Products Branch
Field Office
Office Automation Clerk
GS-326-3/4

SJ FV48

I. INTRODUCTION

This position is located in a Field Office of the Fresh Products Branch, Fruit and Vegetable Division, Agricultural Marketing Service. The Field Office is responsible for the inspection and grading of a full range of fresh fruits and vegetables in a designated geographical area. Inspection and grading services are performed on a user-fee basis.

The incumbent performs a variety of typing and clerical duties related to the work of the office. This position description covers each grade level in the career ladder -- GS-3 and GS-4 (Full Performance Level).

II. DUTIES AND RESPONSIBILITIES

Utilizes a microcomputer and the Terminal Market Inspection Database to input data from grading certificates. Reviews certificates for completeness and accuracy and consults with Administrative Support Assistant and/or Officer-In-Charge, as needed before inputting data into system. Types a variety of correspondence, memos, and material using a word processing software. Retrieves, prints, and types reports and tables, as requested.

Uses knowledge of inspection/grading operation, commodities, etc. to receive telephone requests for inspection service from applicants. Secures information and details as to the commodity to be inspected, location, type of inspection, applicant, etc. Relays information and requests to OIC and/or Assistant OIC. Answers routine questions concerning work at the office and refers other calls to appropriate personnel.

As required or in the absence of the Administrative Support Assistant, receives COD payments collected for inspection service. Ensures payments are accurate and properly charged for services rendered and transmits payments to lock box. As required, prepares and submits Time and Attendance reports and travel vouchers requiring knowledge of regulations and procedures as such.

Reviews incoming correspondence and maintains flow of daily mail and reviews outgoing correspondence and reports. Maintains necessary office supplies to meet the needs of office personnel and field graders. Establishes and maintains office files including directives, handbooks,

manuals, and grading and inspection certificates. Files a variety of program and administrative materials.

Adheres to Equal Employment and Civil Rights policies, goals, and objectives in performing the duties of this position. Assures that written and oral communications are bias-free and that differences of other employees and clients are respected and valued.

THIS POSITION DESCRIPTION COVERS THE GS-3 AND GS-4 GRADE LEVELS. THE GS-3 EMPLOYEE PERFORMS SEVERAL OF THE CLERICAL TASKS LISTED ABOVE, WHEREAS THE GS-4 INCUMBENT DOES THE FULL RANGE OF CLERICAL ASSIGNMENTS IN THE OFFICE. THE GS-3 RECEIVES CLOSER REVIEW OF HIS/HER WORK THAN THE GS-4 RECEIVES. THE GS-3 COMPLETES ROUTINE TASKS INDEPENDENTLY, BUT ASSISTANCE IS AVAILABLE FROM THE SUPERVISOR ON PROBLEMS OR NEW WORK ASSIGNMENTS. THE GS-4 OPERATES UNDER GENERAL SUPERVISION, COMPLETING ASSIGNMENTS ON OWN INITIATIVE AND USES JUDGMENT IN SELECTING GUIDELINES AND PROCEDURES. ADDITIONALLY, AN INCUMBENT AT THE GS-3 LEVEL IS AT THE DEVELOPMENTAL STAGE IN LEARNING AND UNDERSTANDING THE OPERATIONS OF THE OFFICE, WHILE THE GS-4 KNOWS THE ORGANIZATION'S PROGRAMS AND OPERATIONS, RULES AND PROCEDURES.

III. FACTORS

1. Knowledge Required by the Position

Familiarity with and knowledge of the Fresh Products Branch, each Field Office employee, and the Terminal Market Inspection Database. Knowledge of office clerical procedures and database system in order to review certificates, input certificate data, record requests for inspection, maintain supplies and files, and route mail and telephone calls.

Knowledge of billings and collections system to process and collect COD payments, check status of accounts handled by NFC, and assist in the collection of delinquent accounts.

Knowledge of travel and Time and Attendance regulations, rules, procedures, etc. to process and complete T&As, travel vouchers, travel authorizations, etc.

Skill in operating an electronic typewriter, word processor, or computer and knowledge of word-processing equipment necessary to produce a variety of documents, to enter tabular materials, revise, sort, retrieve, or compile information for routine reports. A qualified typist is required.

2. Supervisory Controls

The employee works under the general supervision of the Officer-In-Charge, although the Administrative Support Assistant provides technical guidance and direction. The employee works independently in carrying out regular assignments. Detailed instructions are provided for new assignments, changes in the use of database system, etc. Work is spot-checked for adherence to instructions and is reviewed for completeness and accuracy.

3. Guidelines

Detailed written guidelines include office manuals, correspondence style manual, and Division and Agency instructions. Guidelines and instructions are provided in reference to the terminal market database, clerical responsibilities, travel and leave regulations, and inspection certificates. The clerk uses judgment in choosing and applying the appropriate guidelines in performance of the routine work. Situations for which existing guidelines cannot be applied are referred to the Administrative Support Assistant, Officer-In-Charge, or Assistant Officer-in-Charge for resolution.

4. Complexity

Work consists of duties that involve related steps and procedures. The clerk must recognize the propriety of format, the need for certain routing arrangements, the accuracy of data input and retrieval, and other established procedures. The employee must recognize incomplete or conflicting data or information and take the appropriate action as necessary.

5. Scope and Effect

The duties performed by the incumbent contribute to the effectiveness of the office and facilitate the work performed by the Officer-In-Charge as well as various field graders.

6. & 7. Personal Contacts & Purpose of Contacts

Contacts include Field Office employees, Agency and program employees from various levels within the organization, and representatives of private companies and other governmental agencies using grading services. The purpose of contacts is to obtain and exchange information regarding the work.

8. Physical Demands

Work is sedentary.

9. Work Environment

Work is performed in an office setting.